PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT COOT PAIL DIVISION - for the Month of DECEMBER 2011

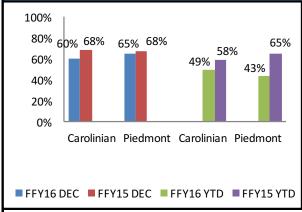
NCDOT RAIL DIVISION for the Month of DECEMBER 2015						
Ridership						
	FFY16 DEC	FFY15 DEC	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	24,557	26,978	-9%	76,037	80,138	-5%
Piedmont	13,885	14,855	-7%	43,242	47,322	-9%
Total	38,442	41,833	-8%	119,279	127,460	-6%
Number of Trains Average Number of Passengers per Train						
FFY16 DEC	FFY15 DEC	Ser	vice	FFY16 DEC	FFY15 DEC	Δ
62	62	Caro	linian	396	435	-9%
120	121	Piedmont		116	123	-6%
Revenue						
	FFY16 DEC	FFY15 DEC	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	\$1,683,879	\$1,903,412	-12%	\$4,747,726	\$5,066,698	-6%
Piedmont	\$290,824	\$306,414	-5%	\$921,386	\$988,148	-7%
Total	\$1,974,703	\$2,209,826	-11%	\$5,669,112	\$6,054,846	-6%

December 2015 service modifications and annulments impacted four Piedmont trains and one Carolinian train. On December 7, Trains 73, 74, 75 and 76 were annulled to accommodate PIP project track work for Haw River siding, and Train 80 originated at Durham. In December 2014, four Piedmont trains, but no Carolinian trains, suffered service disruptions: on December 7, Train 73 was cancelled at Cary (mechanical) and Train 74 was cancelled and passengers were bused to their destination; and on December 16, Train 74 was terminated in Greensboro and Train 76 cancelled, with passengers via bus, due to Train 75 vehicle strike at Mebane. Additional disruptions for PIP project work may continue to occur as necessary. Average gasoline prices were \$2.11/gallon in December 2015 vs. \$2.64/gallon in December 2014 (EIA Weekly Retail Gasoline for Lower Atlantic region).

Mo. Expense

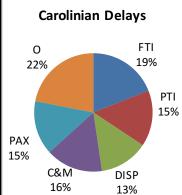
\$17,893

On-time Performance

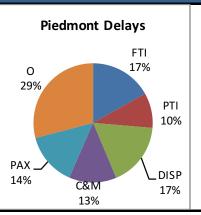


Mo. Surcharge

Amenities



\$1,725



Mo. Surplus

\$16,167

*Carolinian and Piedmont delays were 7,514 and 3,552 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Statisfaction

	FFY16 NOV	FFY15 YEAR-END	Δ
Carolinian	67%	75%	-8%
Piedmont	87%	90%	-3%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall October eCSI for all Amtrak services was 79%.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Cary
3	Durham - Washington	Charlotte - Durham
4	Charlotte - Durham	Charlotte - Greensboro
5	Charlotte - New York	Greensboro - Raleigh
6	New York - Raleigh	Cary - Greensboro
7	Greensboro - Washington	Charlotte - HighPoint
8	Charlotte - Washington	Durham - Greensboro
9	Durham - New York	Burlington - Charlotte
10	Cary - Washington	HighPoint - Raleigh

^{*}Of the ten city pairs with the highest ridership, from the previous FFY month Charlotte - Washington had the largest increase of 20% and Charlotte - New York the largest decrease of 18% for the Carolinian; Burlington - Charlotte had the largest increase of 9% and Charlotte - Cary the largest decrease of 17% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

Carolinian and Fleumont Total Ons-Ons at North Carolina Stations				
	FFY16 DEC	FFY15 DEC	Δ	
Charlotte	13,822	14,984	-8%	
Raleigh	10,080	10,657	-5%	
Greensboro	8,293	9,177	-10%	
Durham	6,355	6,911	-8%	
Cary	5,116	5,607	-9%	
Wilson	2,815	3,142	-10%	
High Point	2,608	2,939	-11%	
Burlington	1,965	1,989	-1%	
Rocky Mount	1,632	1,642	-1%	
Kannapolis	1,518	1,755	-14%	
Salisbury	1,517	1,831	-17%	
Selma-Smithfield	1,014	1,212	-16%	

^{*}The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY16 DEC	FFY16 YTD
Train Host Volunteer Hours	1,288	3,536

Go. Reconnect.

